

Opioid Treatment Program (OTP) Community Relations Plan

Agency Name: WCHS, INC . Credential Number: BHA.FS.60873629
Agency Administrator: Nicole Smith-Mathews . Date: 10/06/22 .
Mailing Address: 2322 196th St. SW
City: Lynnwood State: WA Zip Code: 98036
Phone: (enter 10 digit number): 425-295-7942 Email Address: Nicole.smith-mathews@ctcprograms.com
Proposed Site Location Address: 2322 196th St. SW Lynnwood WA 98036

This template is designed to comply with requirements in WAC 246-341, 42 CFR Part 8.12, and Center for Substance Abuse Treatment (CSAT) Guidelines for the Accreditation of Opioid Treatment Programs.

The plan is separated into three parts:

- **Part One** - Pre-licensure Community Relations Plan

Part one must be **completed** and submitted with the licensing application.

- **Part Two** - Interim Community Relations Plan

Part two must be submitted to the department prior to the license being issued. The interim community relations plan is designed to document community concerns that may arise between submission of the application and issuance of an OTP license and certification by DOH. It is also used to document the mitigation plan related to the concerns identified.

- **Part Three** - On-going Community Relations Plan

The on-going community relations plan outlines the agency's proposed on-going community relations efforts after the facility has opened. This may be reviewed by the department during inspections.

Part One**Pre-licensure Community Relations Plan****Step 1:**

Contact the county and/or city legislative authority and/or the Tribal authority, as applicable, in order to secure a location for the new opioid treatment program that meets county, city, or tribal land use ordinances.

Identify the legislative authority by contacting:

- Washington Association of County Officials (360) 943-1812, and/or
- Association of Washington Cities (360) 753-4137, and/or
- The Tribal Administrative Office (If proposed site is on a tribal reservation or tribal trust land, the county is not required to be notified.)

Once the appropriate authorities have been identified, hold a meeting with them to discuss the proposed site of the program and to obtain a list of all pertinent stakeholder groups in the area. Documentation of these meetings will be required.

Regulatory Reference: WAC 246-341-1005

Authority Contact	Telephone Number	Email Address	Responsible Person
City: Kristen Holdsworth (Zoning)	425-670-5409	kholdsworth@lynnwoodwa.gov	Tobias Hollander (Acadia)
City: Yeyi Chen (Asst. Planner of Development and Business Services)	(425)670-5409	ychen@lynnwoodwa.gov	Nicole Smith-Mathews
City: George Hurst (City Council)	(452) 232-7877	ghurst@lynnwoodwa.gov	Nicole Smith-Mathews
City: Christine Frizzell (Mayor)	(425) 670-5001	mayor@lynnwoodwa.gov	Nicole Smith-Mathews
County: Heidi Beazizo (Interim Chief of Staff)	(425) 388- 3471	Heidi.Beazizo@co.snohomish.wa.us	Nicole Smith-Mathews

Tribal	N/A	N/A	N/A
Meeting Held With	Date of Meeting	Attendees	Issues and Outcomes
City:	12/29/2022	Julie Moore, Nicole Smith-Mathews, and Mayor Frizzell	Discussed facility and services we provide. Discussed patient demographics, concerns regarding paraphernalia and safety. Discussed community outreach.
City:	12/29/22	City Council members, Community members, DOH, Daniel Hymas, Nicole Smith-Mathews	See community concerns/questions below
City:	1/3/23	City Council members, Community members, DOH, Daniel Hymas, Nicole Smith-Mathews, Mayor Frizzell	See community concerns/questions below
City:	01/09/23	City Council members, Community members, and Daniel Hymas	See community concerns/questions below
County	01/13/2023	Heidi Beazizo Nicole Smith-Mathews	Nicole Smith-Mathews
Tribal	N/A	N/A	N/A

Step 2:

Work with the authorities or their designee to develop a community relations plan that includes documentation of strategies used to obtain stakeholder input regarding the proposed location. Stakeholder groups should include publicly elected representatives, potential referral sources such as substance abuse programs, social and health services providers and medical providers, business organization leaders, community and health planning agency directors, grassroots community organization leaders, such as neighborhood associations and schools, local police and law enforcement, and religious and spiritual leaders.

Regulatory Reference: WAC 246-341-1005

Stakeholder Group	Identified Representatives	Date contact made/ meeting held	Issues and Outcomes
Lynnwood Police Department/Community Health Safety Section team (CHSS)	Sergeant L.Carter #2357	Email 9/22/22 Email 11/14/2022	Introductions made via email. Informed of relocation to the city “early next year” Expressed desire to collaborate with outreach teams in the community. Continued email correspondence: Expressed desires to be involved and help in community outreach Discussed wanting to get coordinate in the next couple of months to discuss community outreach efforts.

			<p>Girls Club. Discussed services we provide and hours of operation. Discussed plan for minimizing loitering. Contact information provided for future questions/concerns</p> <p>Outcome: No further questions at this time.</p>
Multi Agencies Coordination(MAC) group		10/06/2022-emailed the group for outreach coordination and to be added to the resource list.	<p>Overdose/Stigma in the community. Resource list</p> <p>Outcome: no response to the email</p>
Snohomish Overdose Prevention group-	Cammy.Hart-Anderson	09/30/2022- emailed Cammy Hart-Anderson	<p>Introduction was made, informed of relocation of Bothell to Lynnwood at the end of Jan. Asked to be placed on any Snohomish county service resource list that would apply. Also shared the desire to be involved with any community</p>

	<p>Jennifer Alderman</p> <p>Cleo Harris</p> <p>Michael O'Brien</p> <p>Joe Valentine</p>	<p>01/07/2023</p>	<p>resources or events that the community would benefit from.</p> <p>Outcome: Cammy responded Nov 2, 2022 and cc added email correspondence. She informed Regional Director she was familiar with the current location. Asked questions about the new location, services, and if we accepted Medicaid.</p> <p>Responded to email from November and CC all individuals listed. Gave address of new location. Answered questions. Requested a meeting to answer further questions or concerns. Informed her of Lynnwood's ongoing community meetings hosted at site location after opening. Discussed</p>
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		01/10/2023	<p>topics for the meetings being community concerns, safety concerns, and ongoing community engagement. Invited Cammy and any members of her team to participate.</p> <p>Outcome: Cammy emailed back on 01/09/2023.</p> <p>Emailed Cammy and team that is cc in correspondence above and restated the monthly community meetings hosted by Acadia to discuss community concerns. Informed Them that they will start in Feb and I would add them to the contact list. Lastly, informed the team of availability if anyone had questions or concerns.</p>
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		Email 1/13/23	Emailed-Cammy and cc all members in above correspondence- invited to the location for a tour and a formal discussion/meeting in relation to concerns. Discusses wanting to coordinate a plan in relation to the community.
Edmonds School District	Superintendent: Dr. Rebecca Miner	11/14/2022-call main number listed on the school district website and left a message	
Balance Epigenetic Orthodontics	Dr. David Buck	12/01/2022 01/05/2023	Met with Dr. Buck in person. Discussed concerns regarding loitering, services provided, parking, and patient traffic. Went to Balance Epigenetic orthodontics and gave contact information to staff member.

		01/17/2023	<p>Met with Dr. Buck at office location. Discussed concerns about his business being pediatric dentistry. Discussed loitering concerns of patients, discussed plans with security guard, monthly meetings with community at clinic location, services provided, amount of patients served daily, patients transportation, and provided contact information.</p> <p>Outcome: Dr. Buck stated he felt better after the meeting and knowing he could reach out for any ongoing questions and concerns. Clinic and Dr. Buck will continue to coordinate as needed.</p>
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Development and Business Services	Yeyi Chen, Assistant Planner	12/22/2022	No response from Yeyi Chen.
City	Julie Moore, Assistant City Administrator	12/29/22	Met with Julie Moore and Mayor Frizzell. Discussed facility and services we provide. Discussed patient demographics, concerns regarding paraphernalia and safety. Discussed community outreach.
City council	George Hurst, City council President	12/28/2022	Regional Director Made introduction, notified of relocation to Lynnwood area. Provided contact information and discussed wanting opportunity to discuss questions or concerns that Mr. Hurst had Outcome: George Hurst responded on 12/28/22- expressed hopes for wanting a meeting weeks before public meeting and reported having “ a

		12/28/2022-12/30/2022	<p>lot of unanswered questions and a lot of concern with the City staff and Council that so little information has been provided to the Council or staff regarding this relocation". Stated it was best for Regional Director to attend a council meeting and gave schedules of meetings.</p> <p>Regional Director, George Hurst, and Lisa Harrison exchanged multiple emails and links for Nicole Smith-Mathews and Dan Hymas to attend City council meeting on 1/3/2023.</p>
		12/30/2022	<p>Regional Vice President, Daniel Hymas emailed to inquire about concerns from the</p>

			<p>city and to inquire about attending City Council meeting on 1/3.</p> <p>This was followed up with a phone conversation between Daniel Hymas and George Hurst where they Discussed public hearing, community concerns, and asked if I could participate in City Council Meeting to help resolve some of the community concerns about the program.</p>
		01/02/2023	<p>Email from Daniel Hymas regarding plans to attend the City Council Meeting the following day.</p>
		01/03/2023	<p>Lisa Harrison emailed Regional Director to inform her of a new link to the zoom council</p>

			meeting. Several emails back and forth due to links not working.
		01/03/2023	Email from Daniel Hymas regarding logistics of the City Council Meeting
		01/05/2023	Phone call between Daniel Hymas and George Hurst asking if Dan could again attend the City Council Meeting to work on community relations plan together to resolve community concerns
		01/06/2023	Phone call with George Hurst and Daniel Hymas to discuss questions/concerns
		01/07/2023	Email from Daniel Hymas to clarify who was contacted at the city regarding zoning

		01/10/2023	Daniel Hymas emailed to answer question about Certificate of Occupancy for the location
		01/12/2023	Daniel Hymas emailed to answer questions
Snohomish County Council	Heidi Beazizo, Interim Chief of Staff	12/28/2022	Regional Director Called cell and work line for Heidi Beazizo and left vm on both lines. Followed up with an email. Introduced myself and briefly introduced Acadia and informed that we were relocating

			Bothell location to Lynnwood area. Discussed wanting to see if she had any questions.
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Step 3:

Document any concerns identified by stakeholders and any suggested mitigation alternatives proposed by stakeholders.

Regulatory Reference: 2015 CSAT Guidelines, p. 16-17: Community Relations and Education

Concerns Identified	Stakeholder(s) Concerned	Suggested Mitigation Alternatives
Location of Facility Public Comment #'s: 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 16, 17, 18, 19, 20, 21, 22, 24, 25, 27, 28, 29, 30, 32, 33, 37, 38, 39, 40, 41, 42	Residents, City Council, Businesses	Move to a different location inside or outside the City of Lynnwood
Safety/Crime/Loitering Public Comment #'s: 2, 7, 8, 9, 12, 14, 15, 16, 17, 18, 20, 21, 24, 25, 27, 28, 29, 30, 36, 38	Residents, City Council, Businesses	Residents, City Council, Businesses
Volume of patients/traffic Public Comment #'s: 9, 10, 21	Residents, City Council, Businesses	N/A

Why relocating from Bothell? Public Comment #'s: 21	Residents, City Council, Businesses	N/A
Process for vetting sites? Public Comment #'s: 20, 21, 33	Residents, City Council, Businesses	N/A

Step 4:

Document the mitigation tasks that the OTP will use to address concerns, which concern(s) each task will address, the target date for the task to be implemented, and the resolution date.

Mitigation Task	Concerns Addressed by Task	Target Date	Resolution Date
Facility will employ security guard immediately prior to, during, and immediately following operating hours to discourage loitering at the facility or surrounding areas. Any illegal activity will be immediately reported to law enforcement	Location of Facility Safety/Crime/Loitering	Prior to Opening 1/30/23	
Patients will be educated at admission on expectations for community standards including loitering at or near facility.	Location of Facility Safety/Crime/Loitering	Prior to Opening 1/30/23 and at admission thereafter.	
Education on program logistics. <ul style="list-style-type: none"> • 140 patients on daily dosing <ul style="list-style-type: none"> a. The majority of patients at facility have advanced takehome 	Volume of patients/traffic	Will be continually monitored and adjusted to alleviate	

<p>status, meaning they come in to clinic weekly, bi-weekly, or monthly.</p> <p>i. Pick-up days are spread throughout the week/month.</p> <ul style="list-style-type: none"> • Facility is open for dosing 6 hours/day. Approx 25 patients/hour. Dosing is normally complete by 11:30am. <p>On average in 2022, patients were medicated in 6.2 minutes from arrival at facility.</p>		<p>traffic/volume concerns</p>	
<p>Explanation: The ownership of the Bothell facility changed prior to the renewal of our lease in Jan 2023. We were informed by the new owner that they had other plans for the building and that we would need to find a new location.</p>	<p>Why relocating from Bothell?</p>	<p>N/A</p>	
<p>Explanation: We engaged our real-estate team to search for properties in Bothell and surrounding areas that are in close proximity to our patients and where local zoning allows our use. After we identified the available properties, we vetted the intended use with the owners of the properties to assess which properties were viable options. With limited appropriately zoned properties available, the location in Lynnwood was the best available option.</p>	<p>Process for vetting sites?</p>	<p>N/A</p>	

Lynnwood CTC will host an open-house in February so that the community can see the location and get better understanding of how our program operates	Volume of patients/traffic	February 2023	
Lynnwood CTC will host monthly community meetings where community members can meet at the facility to discuss any ongoing concerns.	Safety/Crime/Loitering	On-going	

		12/1/22 phone conversation	Acadia Regional Director reached out to Ruth regarding facility move to Lynnwood. Ruth expressed concerns about the proximity to the Boys and Girls Club. Discussed services we provide and hours of operation. Discussed plan for minimizing loitering. Contact information provided for future questions/concerns
		01/12/2023	Called and left a voicemail on Ruth Cassidy's line- provided contact information and intentions to set up a meeting.
		01/12/2023	Emailed to follow up from VM left with Ruth Cassidy. Informed that Regional Director will be in town I will be in town 01/17-01/18 and requested to set up a meeting to collaborate on the community relations plan. Also expressed desires to answer concerns and questions that they were having and offered a tour of the facility.

	Carol Vernom Ken Salem		Outcome: 01/13/2023 Carol Vernom; Program Director of Alderwood Boys and Girls Club responded back and stated she was forwarding the email to Ken Salem for a response.
City	Mayor Fizzell & Julie Moore	Zoom meeting on 12/29	Discussed facility and services we provide. Discussed patient demographics, concerns regarding paraphernalia and safety. Discussed community outreach.
Community Members	DOH Public Hearing	12/29/22	See concerns below
City council meeting	City Council Residents Local Business Owners	1/3/23, 1/9/23	Attended the weekly City council meeting addressed city, and community concerns and answered questions: See concerns below
Development and business Services	Yeyi chen	12/22/22	Regional Director emailed made introduction. Informed of Bothell's relocation to Lynnwood at the end of Jan. invited to set up a meeting to discuss questions or concerns.

12/30/2022

Regional Vice President, Daniel Hymas emailed to inquire about concerns from the city and to inquire about attending City Council meeting on 1/3.

This was followed up with a phone conversation between Daniel Hymas and George Hurst where they Discussed public hearing, community concerns, and asked if I could participate in City Council Meeting to help resolve some of the community concerns about the program.

Email from Daniel Hymas regarding plans to attend the City Council Meeting the following day.

01/02/2023

Lisa Harrison emailed Regional Director to inform her of a new link to the zoom council meeting. Several emails back and forth due to links not working.

01/03/2023

Email from Daniel Hymas regarding logistics of the City Council Meeting

		01/03/2023	Phone call between Daniel Hymas and George Hurst asking if Dan could again attend the City Council Meeting to work on community relations plan together to resolve community concerns
		01/05/2023	Phone call with George Hurst and Daniel Hymas to discuss questions/concerns
		01/06/2023	Email from Daniel Hymas to clarify who was contacted at the city regarding zoning
		01/07/2023	Daniel Hymas emailed to answer question about Certificate of Occupancy for the location
		01/10/2023	Daniel Hymas emailed to answer questions
		01/12/2023	

City	George Hurst Mayor Frizzell	01/05/2023	<p>Daniel Hymas, Regional Vice President Emailed to Mayor & City Council President asking for list of organizations/groups they felt it was important we should collaborate with.</p> <p>Outcome: follow up call with George Hurst on 1/5. No list of organizations/groups received.</p>
Snohomish County Council	Heidi Beazizo	<p>12/28/2022</p> <p>01/05/2023</p>	<p>Called cell and work line and left vm on both. Followed up with an email. Introduced myself briefly introduced Acadia and informed that we were relocating Bothell location to Lynnwood area. Expressed wanting to see if she had any questions.</p> <p>Regional Vice President reached out via email requested a meeting with Snohomish County Council to share more about what we do and how we can play a role in the community. Also informed her that We are looking for a list of organizations in the county that</p>

		01/12/2023	<p>we could work with to better meet the needs of the patients in the area that we serve.</p> <p>Outcome: No response</p> <p>Regional Director called both work and cell line and left vm. Followed up with an email to set up a meeting to discuss collaboration on community relations plan and answer any questions that she may have.</p> <p>Heidi emailed back on 01/12/2023 and Regional Director and Heidi met that afternoon. Discussed difference between county and city lines in correlation to the community relations plan. Discussed County not wanting to put a cap on the occupancy of the facility. Discussed reasoning for delayed response to Acadia's outreach efforts. Discussed Acadia's future mitigation efforts and monthly community outreach plans. Discussed Acadia's desire for contacts in county that could help meet needs of the community. Nicole will send out monthly community meeting information and Heidi will forward it to staff and they will reach out if</p>
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			<p>they want to send a representative to the meeting at that time. Heidi Stated that due to the location the County will have very little say in the relocation/community efforts and that collaboration on the community relations plan is not needed at this time.</p>
DatDental	Dr. Dat	<p>01/05/2023</p> <p>01/12/2023</p>	<p>Regional Director went to DatDental to check in and apologize for recent commotion. Office was closed</p> <p>Called DatDental and spoke with Office staff about Safe Lynnwoods protest. Provided Contact information for any concerns or questions that may arise.</p> <p>Outcome: 01/12/2023- Spoke with Dr. Dat- with DatDental about upcoming protest at 1:00pm at location. He expressed concerns related to all the coverage and community concerns. Discussed mitigations plans, monthly community meetings. Discussed concerns from Dr. Buck, Informed Dr. Dat to provide Regional Directors Direct contact information to share with Dr. Buck and plans to</p>

			be at the location 1/17-01/18 to be available for a meeting.
Balance Epigenetic Orthodontics	Dr. Buck	12/1/2022	Regional Director and Project Manager met with Dr. Buck in lobby of Lynnwood CTC. He expressed concerns about loitering and patient flow.
		01/05/2023	Regional Director went to Balance Epigenetic Orthodontics to check in and apologize for recent commotion. Gave contact information to staff member for Dr. Buck to reach out with concerns or questions.
		01/17/2023	Met with Dr. Buck at his office. Discussed concerns about his business being pediatric dentistry. Discussed loitering concerns of patients, discussed plans with security guard, monthly meetings with community at clinic location, services provided, amount of patients served daily, patients

			<p>transportation, and provided contact information.</p> <p>Outcome: Dr. Buck stated he felt better after the meeting and knowing he could reach out for any ongoing questions and concerns. Clinic and Dr. Buck will continue to coordinate as needed.</p>
Wave Baseball	Wave baseball	<p>01/06/2023</p> <p>01/12/2023</p>	<p>Regional Director and Clinical Supervisor went to location for community outreach- doors locked and no answer-sign on the door stated they open at 04:00pm.</p> <p>Emailed contact found on wave baseball online site- for follow up since not open.at time of site location. Also, called and left VM at 425-422-1769 with contact information.</p>

			<p>gave Regional Director other staff members to engage with to help with community plan and safety plan in relation to the community relations plan.</p> <p>Outcome: Chief will give contact information to patrol commander and Regional Director will meet with Sargent Carter and Patrol Commander for ongoing community outreach and in relation to community relations plan.</p>
Lynnwood Police Department	<p>Sargent Carter- on known email address</p> <p>email:</p> <p>SMB PD CHSS</p> <p>Sargent Lindsay Carter</p>	<p>01/12/2023</p> <p>01/15/2023</p>	<p>Emailed Sargent Carter on the email from prior communication. Requested meeting to discuss a plan for the community, to address community concerns, and to address any questions and concerns the police department has.</p> <p>Emailed Sargent Carter to request meeting for 01/18/2023 to discuss community concerns, community plan, and to address any questions and concerns that she may have.</p>
NW Blackbelt		01/06/2023	Regional Director and Clinical Supervisor went to location for community outreach- doors locked and no answer.

			church website under kids tab. Introduction of self and company, informed of relocation address, discussed wanting to set up meeting to discuss community relations plan, concerns and questions of staff.
JL Remodeling	Alyssa	01/06/2023	<p>Regional Director and Clinical Supervisor met with Alyssa and one other staff member. Informed them of plans for monthly community meetings hosted at facility, site location, community concerns, services that we provide, answered any questions that they had, provided them our flyer, and exchanged contact information with Alyssa.</p> <p>Outcome: No one expressed any concerns at this time.</p>
Lynnwood Co-Op- Garden and plant Nursery		01/06/2023	Regional Director and Clinical Supervisor went to location for community outreach- closed
Barrier technologies	Daniel Doran	01/06/2023	Gave us a flyer for potential patients who might qualify for employment with their company, Informed him of plans for monthly community meetings hosted at facility, site location, community concerns, services that we

			<p>provide, answered any questions that he had, and provided him our flyer and exchanged contact information.</p> <p>Outcome: Daniel didn't express any concerns at this time</p>
Lynnwood Crossfit	Jesse Ward	01/06/2023	<p>Regional Director and Clinical Supervisor Met with Owner and two staff members, provided relocation flyer, informed of services provided, discussed future monthly community meetings, community concerns exchanged contact information, answered questions they had.</p> <p>Outcome: no concerns at this time.</p>
Teriyaki Time	N/A	01/06/2023	Regional Director and Clinical Supervisor went to location for community outreach- closed
Summit Family Chiropractor	N/A	<p>01/06/2023</p> <p>01/16/2023</p>	<p>Regional Director and Clinical Supervisor went to location for community outreach- closed</p> <p>Emailed contact from the online webpage as follow up from door-to-door outreach introduced myself and company, gave contact information, informed of relocation address, and</p>

			expressed desire to set up a meeting to address any questions or concerns.
High Mark Tattoo	N/A	01/06/2023	Regional Director and Clinical Supervisor went to location for community outreach- closed
Alderwood little league		01/16/2023	Emailed Alderwood little league- introduction, provided contact information, expressed desire to meet to talk about community outreach, staff concerns, or questions.
Fox13		01/06/2023 01/06/2023	Daniel Hymas Emailed regarding questions about clinic Interview with Nasser Khan Group President at Acadia with Fox 13 Outcome: news story released
State representative	Lauren Davis	01/06/2023	Zoom meeting with Daniel Hymas to discuss collaboration with Lynnwood residents/leadership Outcome: Acadia leadership to continue to engage Lynnwood leadership and residents.

Lynnwood Times	Mario Lotmore	12/29/2022	Response to questions about Lynnwood CTC Outcome: Article released
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Step 2:

Document any new concerns identified by stakeholders that weren't addressed previously and any suggested mitigation alternatives proposed by stakeholders. After the public hearing, DOH will send the proposed OTP a copy of any stakeholder concerns which should be added to this part of the community relations plan.

Regulatory Reference: 2015 CSAT Guidelines, p. 16-17: Community Relations and Education

New Concerns Identified	Suggested Mitigation Alternatives
Location of Facility Public Comment #'s: 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 16, 17, 18, 19, 20, 21, 22, 24, 25, 27, 28, 29, 30, 32, 33, 37, 38, 39, 40, 41, 42	Move to a different location inside or outside the City of Lynnwood
Safety/Crime/Loitering Public Comment #'s: 2, 7, 8, 9, 12, 14, 15, 16, 17, 18, 20, 21, 24, 25, 27, 28, 29, 30, 36, 38	Security Guard Community Meetings
Volume of patients/traffic Public Comment #'s: 9, 10, 21	N/A
Why relocating from Bothell? Public Comment #'s: 21	N/A

Process for vetting sites? Public Comment #'s: 20, 21, 33	N/A

Step 3:

Document the mitigation tasks that the proposed OTP will use to address the new concerns, which concern(s) each task will address, who is responsible for leading the task, the target date for the task to be implemented, and the resolution date. After addressing the concerns, including those from the public hearing, submit this part of the community relations plan to DOH for posting on the public webpage.

Mitigation Task	Concerns Addressed by Task	Person Responsible	Target Date	Resolution Date
Facility will employ security guard immediately prior to, during, and immediately following operating hours to discourage loitering at the facility or surrounding areas. Any illegal activity will be immediately reported to law enforcement	Location of Facility Safety/Crime/Loitering	Acadia Regional Director: Nicole Smith-Mathews	Prior to Opening 1/30/23	
Patients will be educated at admission on expectations for community standards including loitering at or near facility.	Location of Facility Safety/Crime/Loitering	Clinic Counseling Staff	Prior to Opening 1/30/23 and	

			at admission thereafter.	
<p>Education on program logistics.</p> <ul style="list-style-type: none"> • 140 patients on daily dosing <ul style="list-style-type: none"> a. The majority of patients at facility have advanced takehome status, meaning they come in to clinic weekly, bi-weekly, or monthly. <ul style="list-style-type: none"> i. Pick-up days are spread throughout the week/month. • Facility is open for dosing 6 hours/day. Approx 25 patients/hour. Dosing is normally complete by 11:30am. <p>On average in 2022, patients were medicated in 6.2 minutes from arrival at facility.</p>	Volume of patients/traffic	Education Only	Will be continually monitored and adjusted to alleviate traffic/volume concerns	
<p>Explanation: The ownership of the Bothell facility changed prior to the renewal of our lease in Jan 2023. We were informed by the new owner that they had other plans for the building and that we would need to find a new location.</p>	Why relocating from Bothell?	Explanation Only	N/A	

<p>Explanation: We engaged our real-estate team to search for properties in Bothell and surrounding areas that are in close proximity to our patients and where local zoning allows our use. After we identified the available properties, we vetted the intended use with the owners of the properties to assess which properties were viable options. With limited appropriately zoned properties available, the location in Lynnwood was the best available option.</p>	<p>Process for vetting sites?</p>	<p>Explanation Only</p>	<p>N/A</p>	
<p>Lynnwood CTC will host an open-house in February so that the community can see the location and get better understanding of how our program operates</p>	<p>Volume of patients/traffic</p>	<p>Acadia Regional Director: Nicole Smith-Mathews</p>	<p>February 2023</p>	
<p>Lynnwood CTC will host monthly community meetings where community members can meet at the facility to discuss any ongoing concerns.</p>	<p>Safety/Crime/Loitering</p>	<p>Acadia Regional Director: Nicole Smith-Mathews</p>	<p>On-going</p>	

Part Three**On-Going Community Relations Plan**Step 1:

Identify a community liaison who is responsible for sharing information about the program with the community and addressing mutual issues, and identify a community relations coordinator responsible for defining the goals and the implementation procedure for the community relations plan.

Regulatory Reference: WAC 246-341-1005

Community Liaison	Person Identified	Contact Information
Lisa Driscoll	Lisa Driscoll, Clinical Supervisor	Lisa.Driscoll@ctcprograms.com
Nicole.Smith-Mathews	Nicole Smith-Mathews, Regional Director	Nicole.Smith-Mathews@ctcprograms.com
Community Relations Coordinator	Person Identified	Contact Information
Nicole Smith-Mathews	Nicole Smith-Mathews	Nicole.Smith-Mathews@ctcprograms.com

Step 4:

Document any new concerns identified by stakeholders that weren't addressed previously, and any suggested mitigation alternatives proposed by stakeholders.

Regulatory Reference: 2015 CSAT Guidelines, p. 16-17: Community Relations and Education

New Concerns Identified

Suggested Mitigation Alternatives

Step 5:

Document the mitigation tasks that the OTP will use to address the new concerns, which concern(s) each task will address, who is responsible for leading the task, the target date for the task to be implemented, and the resolution date.

Mitigation Task

Concerns Addressed by Task

Person Responsible

Target Date

Resolution Date

